

FREQUENTLY ASKED QUESTIONS

What Rainbow Rewards level will I be in?

All new members begin at the entry level, and can move up at any time. There are 6 levels determined by the amount of **Rainbow Rewards** you earn over a rolling 6 month period. **Rewards** are reviewed on the 1st of every month and levels are adjusted accordingly. You can check your current Rewards level on the member's kiosk.

How do I earn Rainbow Rewards?

Use your card in either club daily for purchases or when playing gaming machines. Your Rainbow Rewards are **not redeemable** they simply determine your level. These points accrue every day with your level determined by your total rewards points earned over the last six months.

How Do I Earn Rainbow Points?

Earn 1 point for every \$1 spent on Food & Beverage, Café, Bottle Shop, Raffles and Bingo.

Earn 1 point for every \$5 turnover on the Pokies.

How do I redeem my Rainbow Points?

Redeeming your Rainbow Points is simple! Just present your members card when ordering food or beverages and ask the staff to use your points. If you want to cash your Rainbow Points this is done through any member's kiosk. 500 Rainbow Points is worth \$5 for meals, drinks, coffees or play on the pokies.

Can I Climb the Rainbow to a Higher Level?

Absolutely! Once you qualify for the next level you step up IMMEDIATELY enjoying greater benefits! You may also move down a level if you do not maintain the required **Rainbow Rewards** for that level on the first of the month.

How long do I have my Rainbow Points for?

You have 12 months to spend or redeem your points within the Club from the time you earn them. Unused points 12 months or older will be purged.

Do I have to participate in Rainbow Rewards?

All members of Bundaberg Services Club (including Sandhills Sports Club) are eligible to join **Rainbow Rewards**. You may opt out at any time and no longer receive point accrual or participate in promotional activities.

TERMS AND CONDITIONS

1. Rainbow Rewards is only available to financial members of Bundaberg Services Club/Sandhills Sports Club.
2. The reward or benefit cannot be transferred or assigned to any other person other than the member.
3. Management will resolve any dispute, which arises from a member's connection with Rainbow Rewards, at its own discretion.
4. To accumulate bonus points, you must either:
 - (i) Have your membership card inserted and accepted for play in Bundaberg Services Club/Sandhills Sports Club gaming machines while you play, or
 - (ii) Present your membership card when making purchases at the point of sale terminals.
5. It is the responsibility of the member to ensure their membership card is properly inserted in the gaming machines and is accumulating bonus points.
6. Management will not be liable for any unauthorised use of a member's membership card and the subsequent accumulation or redemption of bonus points.
7. Rainbow Points earned must be redeemed within 12 months of the date they were accrued.
8. Redemption of Rainbow Points must be done in person by the member and your signed membership card must be presented.
9. Photo ID may be requested.
10. Members will immediately surrender any rewards or benefits they have accumulated if they have not used their card in either venue for 18 months.
11. Bundaberg Services Club/Sandhills Sports Club are not responsible for lost or stolen membership cards.
12. In the event, a membership card is lost or stolen, the member must report it immediately to either club.
13. Bundaberg Services Club/Sandhills Sports Club reserves the right to correct any balance of points resulting from malfunction, operator error, fraud and/or other causes.
14. Bundaberg Services Club/Sandhills Sports Club may revise, suspend or terminate Rainbow Rewards at any time without notice. In the event Rainbow Rewards ceases to operate, all benefits accumulated, which have not been exchanged for rewards or benefits, will be cancelled within 30 days of issuing notice to members.
15. Bundaberg Services Club/Sandhills Sports Club is not and will not be held responsible or liable for a member's accumulated benefits should a technical or other fault cause the accumulated benefits to be lost or altered.
16. Membership levels are granted solely at the discretion of Management.
17. Participation in Rainbow Rewards indicated acceptance of the terms and conditions of Rainbow Rewards.
18. Members who reach Yellow, Red or Ruby levels may apply to Management in writing for (up to) six weeks absence per year (in weekly blocks) to maintain their level of Rainbow Rewards
19. Rules pertaining to Rainbow Rewards may be varied without notice by club management

Privacy Notice

Bundaberg Services Club/Sandhills Sports Club are committed to the privacy of members. While the information collected from Rainbow Rewards is important in allowing us to provide superior products and services, our most important asset is our member's trust. Information collected by Rainbow Rewards will not only be safeguarded according to strict standards and security, it will only be used to improve our services to you the member. Bundaberg Services Club/Sandhills Sports Club will take all reasonable steps to protect the members' personal information which we hold from misuse, loss and unauthorised access, modification and disclosure. For further information please refer to the Bundaberg Services Club/Sandhills Sports Club Privacy Policy available from the Club.



17 Quay St
Bundaberg QLD 4670
Ph: (07) 4132 6500
www.bundayservicesclub.com



Cnr Tanner & Whalley Sts
Bargara QLD 4670
Ph: (07) 4159 2202
www.sandhillssportsclub.com

We are committed to providing a safe and responsible gambling environment. This information is provided for members, guests and bonafide visitors and not intended for minors or excluded persons.

W E L C O M E T O



2 GREAT CLUBS

Bundaberg Services Club

Sandhills Sports Club Bargara

Start earning today!



Welcome to Rainbow Rewards!

You are about to start enjoying all the benefits Rainbow Rewards has to offer you.

We value our members and say thank you for your loyalty to the Club by offering Real Value, Real Benefits – EVERYDAY!

EARN Rainbow Points and **Rainbow Rewards** every time you eat, drink or play!

What are Rainbow Points?

Points earned to spend throughout the club.

The more **Rainbow Points** you earn the more you can spend on the things you enjoy, it's our gift to you!

What are Rainbow Rewards?

Ratings earned to determine what level of benefits you will enjoy.

The more **Rainbow Rewards** you earn the further you climb the **RAINBOW** opening new levels with more benefits every day!

Level	Rewards
Ruby	150,000
Red	60,000
Yellow	20,000
Green	7,000
Blue	1,000
Entry Level	0

Enjoy the convenience, security and privacy of cash on your member's card for use in your 2 clubs – all password protected for you!

You have the opportunity to limit your play by setting voluntary pre-commitment levels – ask our friendly staff how.

B E N E F I T	R U B Y	R E D	Y E L L O W	G R E E N	B L U E	E N T R Y
Beverage Discount	45%	35%	25%	15%	10%	5%
Bistro Discount	45%	35%	25%	15%	10%	5%
Café Bar Discount	45%	35%	25%	15%	10%	5%
Daily Food/Beverage Account	✓	✓				
Café Tea & Coffee	✓	✓	✓			
Exclusive Functions	✓	✓	✓			
Self-Serve Tea, Coffee and Post Mix	✓	✓	✓	✓	✓	
Birthday Points (includes bonus on Birthday)	Up to 12,000	Up to 11,000	Up to 6,500	Up to 2,000	Up to 1,000	
Member Promotions	✓	✓	✓	✓	✓	✓
Major Club Promotions	✓	✓	✓	✓	✓	✓
Bingo/Raffles Rewards	✓	✓	✓	✓	✓	✓
Random Visitation Bonus	✓	✓	✓	✓	✓	✓

The more Rewards you earn, the greater you benefit! The more Points you earn, the more you enjoy!

Food & Beverage discounts do not apply for Christmas Day or Melbourne Cup Day Luncheon, or any other set menu from time to time as determined by Management.